



COMPLAINTS POLICY

At John Watson & Sons Electrical we always endeavour to provide the best customer service. However, on rare occasions there may be times where one of our valued customers may not be completely satisfied with our service.

To ensure our business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards our business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or write to us. If you writing to us, please get proof of posting.

Business Complaint Procedure

On receipt of your complaint the business aims to respond within 5 days.

The business will arrange a convenient date to come and view and/or remedy the situation within 28 days from the date of your contact to us.

In the unlikely event our business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (NICEIC) service for our domestic installation, service, repair and maintenance contracts as part of the NICEIC Endorsement. Our enrolment number is 020322 and you can email them on complaints@certsure.com. If you choose to you can refer your complaint to Which? Trusted Traders' another alternative Dispute Resolution for your convenience. You will need to contact Which? Trusted Traders on 02922670040 who can explain if you are eligible to use their Alternative Dispute Resolution.

Our Best Regards



John Watson & Sons Electrical Ltd.